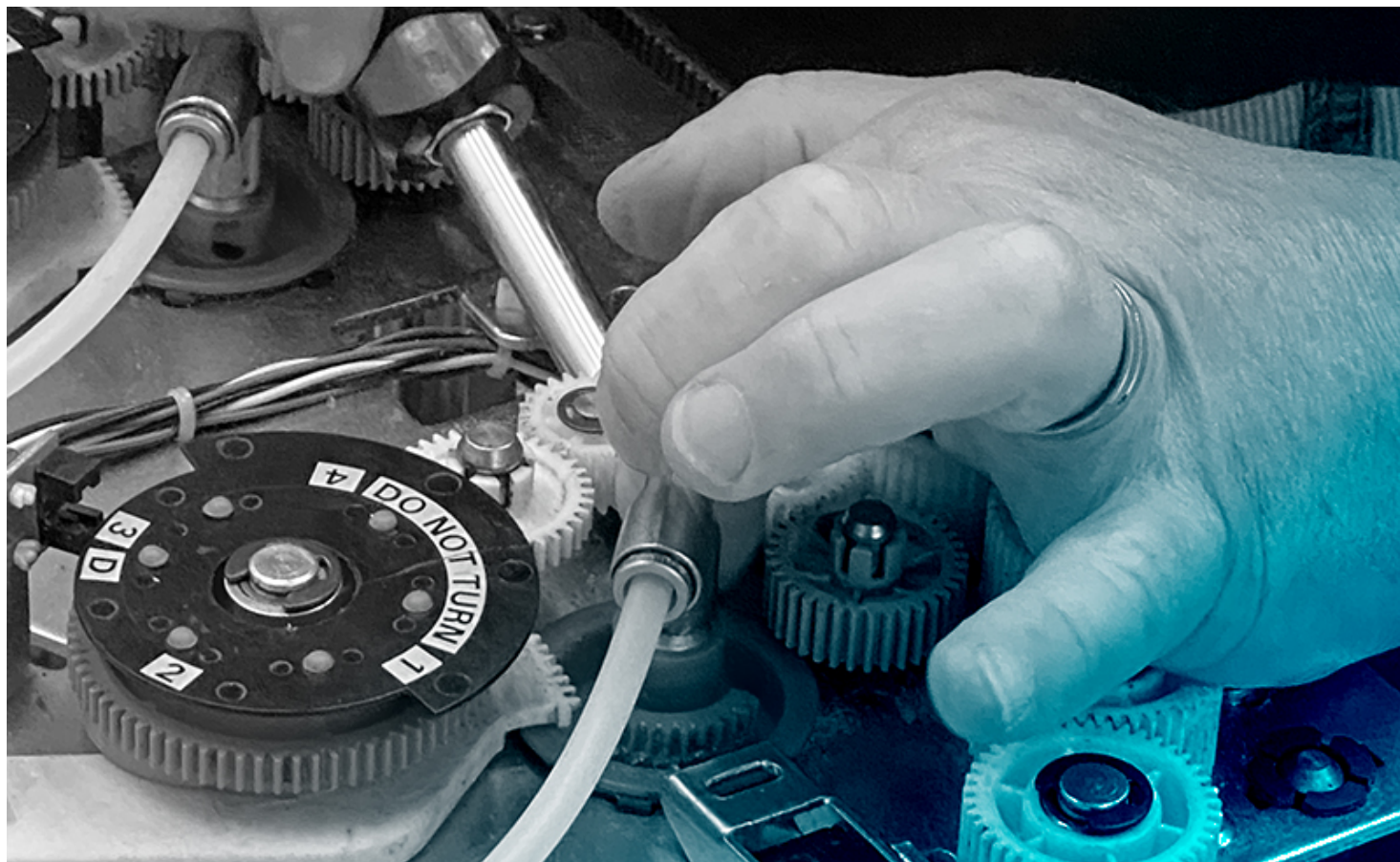




CUSTOMIZED SERVICE CONCEPTS, LLC

WHAT'S HAPPENING?

July 1, 2021



A Word...

From Frank Patarino - VP of Sales

In early 2018, CSC had no Financial Institution customers in Maine, New Hampshire, and Vermont. In 3 short years, we can now proudly call 15 Banks and Credit Unions CSC customers. This is exceptional growth considering our lack of presence and little name recognition when we entered this three-state market. This growth also came at a time when we had to navigate 15 months of the Covid-19 pandemic. The business climate during this time has been likened to that of the Great Depression. It is important to note that no one person was responsible for this success. Like all great organizations, it was a team effort that involved all

Headlines

A Word...

Company News

Employee Highlights

Welcome Aboard

From our Customers

Suggestion Box

Follow us



facets of the company including Sales, Service, Project Management, Marketing and Admin – all focused on the common goal of customer satisfaction.

Company News

Bangor Savings

Our conversion at Bangor Savings went extremely well! We were able to convert 78 ATMs in a three day span, covering locations in Maine and New Hampshire. Thank you to everyone that helped make this a successful conversion!

A message from Bangor Savings: "I must say I am very impressed with the conversion. I wouldn't expect it to go 100% smoothly, however the issues encountered were minor and resolved very quickly." -Josh Gellerson



One Credit Union

We had one successful ATM install in Springfield Vermont.. We replaced their Diebold machine with a 6684 NCR machine and we will be doing more for One Credit Union in the near future.

DCU

We had three successful ATM installs with DCU.

Needham Bank

Our sales team has worked very hard to convert Needham Bank from Diebold to CSC, and after many meetings, we will be converting Needham Bank to CSC services starting in late June into early July.

Employee Highlights

Great job Jason!

Jason LaPorte has shown us how well he communicates with our clients with his work at DCU! We have received positive feedback from their branch manager on how he always kept in touch with her and kept her up-to-date throughout the process. When DCU needed help with other machines onsite, Jason jumped into action and put a plan together to get everything up and running. Thank you Jason for keeping our reputation strong with DCU!



Welcome Aboard

We'd like to take this time to welcome some new employees! We are excited to have you join the CSC team, and look forward to seeing your successes! Please join us in welcoming the following people!

Jonathan Rodriguez - Field Service Tech, CT

Bill Hoskins - Field Service Tech, MA

From our Customers

Thank you for helping us achieve the best experiences for our partners. Here is just one of the many messages we are receiving due to your hard work:

Thank you Joe White and John Kusmit!

Joe and John have earned some praise from one of our partners! The System Support Manager from Charter Oak Credit Union sent us the following message:

" Thanks for working with Walter on sending Mr. Joseph White to replace the blower Pac on the Mystic Drive-up lanes on Friday night June 11, 2021. If you did not make the arrangements we would have had to close that office as it only has drive-up hours on Saturday. This would have been a huge inconvenience to our members."

We are fortunate to have team members like Joe and John and appreciate their dedication and high level of customer service.

Suggestion Box

Have an idea that could improve the newsletter?

Send your ideas to Tim at tim.pace@cscatm.com